

## **PERSONAL CARE**

### **I. SERVICE DEFINITION**

Personal Care is an in-home service provided to at-risk persons who are infirmed, disabled, or chronically ill, in order to avoid or forestall institutionalization. Agencies providing the service must be licensed. Services are provided by a trained, supervised aide and include: personal care such as bathing, dressing, shampooing, shaving, skin care, assisting with ambulation or other activities of daily living. When specified by the agency in the client's care plan, this service may also include such services as shopping, meal preparation and light housekeeping (See Section VII-3) which are essential to the health and welfare of the individual.

Personal care services provide personal assistance, stand by assistance and/or supervision, for individuals having difficulty with activities of daily living (ADL) and instrumental activities of daily living (IADL).

### **II. SERVICE GOAL**

The goal of personal care is to provide necessary support in the activities of daily living to allow the client to maintain the maximum functioning and independence of which he or she is capable in familiar surroundings.

### **III. SERVICE UNIT**

The unit of service for personal care is one hour of service provided by an aide, to an eligible client. In calculating the hours of service provided, the time spent in preparing for the visit, traveling to the client's home, and returning to the aide's home shall not be counted. The Provider may bill for one hour service when unable to gain access, but may not bill more than three (3) times per year per client. The minimum billing unit will be no less than quarter (1/4) hour increments.

### **IV. SERVICE AREA**

Subject to availability of program funding and client need, the personal care service is available to all eligible residents of Delaware. Providers of personal care service may apply for sub-areas of the State of Delaware in which to provide the service.

### **V. LOCATION**

Personal care service must be provided in the home of the client while client is present. The personal care service provider must respect the client's right of privacy and confidentiality to the extent possible.

## **VI. DESCRIPTION OF SERVICES**

The DSAAPD administers Title III Personal Care Services for persons sixty (60) years of age or older, as well as the SSBG Personal Care Services for persons eighteen (18) years of age and older.

The Personal Care program is primarily a means to keep clients in their home longer and to avoid, or forestall, institutionalization.

Personal Care service provides trained aide staff under the direction of an RN in accordance with State/Federal regulations.

The DSAAPD has the responsibility for determining eligibility for personal care services.

A DSAAPD Case Manager will conduct an assessment visit. Afterwards, the Case Manager will forward an authorization of service to the contracting agency. Then, the contracting agency's Registered Nurse (RN), or a supervised (by the RN) Licensed Practical Nurse (LPN) will develop a care plan for each client.

### Prohibited Service Component

For purposes of DSAAPD planning and reimbursement, personal care service may not include any of the following components:

- Nail or foot care of diabetics.
- Companion services
- Makeup, hair setting, or barbering.
- Lawn care, garden care, raking or snow removal.
- Assistance with heavy-duty cleaning, furniture moving, or other heavy work.
- Financial or legal advice or services (except for referral to qualified agencies or programs).
- Personal care service in an institutional setting.
- Administration of medications.
- Pet care.

## **VII. SERVICE STANDARDS**

### Personal Care service must meet or exceed the following standards:

The provider must meet and comply with all applicable Federal, State, and local rules, regulations, and standards applying to the service being provided.

The provider must be able and willing to provide Personal Care service twenty-four (24) hours a day, seven (7) days a week.

The provider must notify the DSAAPD Social Worker/Case Manager and the client in writing, within thirty (30) days of the referral, when they are unable to serve the client. The written notice shall include the reason they are unable to serve the client.

## **VII. SERVICE STANDARDS (cont.)**

Once a provider has accepted a client referral, the provider's Registered Nurse (or Licensed Practical Nurses if supervised by a Registered Nurse) must assess a client, develop a service plan, and begin service within five (5) working days, unless the DSAAPD case manager requests a later starting date. Any modification of the DSAAPD's service plan will be discussed and approved by the Senior Social Worker/Case Manager prior to implementation. All care plans must be posted in the client's home.

The Provider must confirm with the client, the name(s) of the assigned aide(s) prior to the first date of service.

The Provider will assign aides to continue on the same case whenever possible. Aides are expected to report regularly as scheduled at the times/days agreed upon by the client and the Division. The client will be notified prior to any change in schedule, interruption of service or change of aide. The DSAAPD Case Manager will be notified of any interruption in service within two (2) working days. When service is interrupted for more than one (1) week, reasonable effort will be made to provide a replacement aide as soon as possible, and the DSAAPD case manager will be notified.

Also, the Provider will notify DSAAPD within two (2) working days if any of the following occur:

- Client is hospitalized or institutionalized
- Client is placed in skilled care
- Client is receiving services from another funding source
- Client changes address
- Client expires
- Client refuses services

The DSAAPD Case Manager may hold the case open for 45 days with services suspended depending on the circumstances.

The provider's Registered Nurse (or Licensed Practical Nurses if supervised by a Registered Nurse) must assess the client, in accordance with State/Federal regulations, no less than quarterly. Any significant changes should be reported to the DSAAPD Senior Social Worker/Case Manager.

## **VII. SERVICE STANDARDS (cont.)**

Clients, family members, and/or caregivers, must be given the opportunity to learn how to perform the tasks performed by the aide in order to give the participant, and the informal support network, a chance to function independently of provider agency service.

The Provider will make reasonable effort to cooperate with DSAAPD to resolve problems, which threaten the continuity of the client's service. The DSAAPD Senior Social Worker/Case Manager, and the client, will be notified in writing at least two (2) weeks in advance of the contractor's intent to terminate a client who continues to be eligible for the service. The notification of termination must cite reason (s) for the action, as well as the steps taken by the contractor to resolve the problems prior to termination.

The Provider will appropriately secure client records to protect confidentiality.

The provider agency must provide support to ensure administrative tasks related to personal care services are completed. Administrative support must include, but is not limited to, client records, case assessments, time sheets, care plans, and case notes.

The Staff providing service must be fully trained and professionally qualified. The Provider must maintain, follow, and continually provide training and supervision program (s) to ensure that the aide staff is fully trained.

### **Service Components Based on Service Care Plans**

The Provider must be prepared to provide the following service components based on the client's individualized care plan:

- Personal care services may include, but are not limited to the following: assisting with tasks of personal hygiene, such as bathing, hair grooming, shampooing and combing, shaving, skin care, cleaning of personal appliances, such as eyeglasses and dentures; toileting routines, eating, ambulation, transfers, and providing instructional care for exercise or mobility if the person is functionally capable but lacks the knowledge. All provision of personal care services should be provided in conjunction with State/Federal regulations.
- Personal care can be hands-on personal assistance, stand by assistance, and/or supervision, for individuals having difficulty with both activities of daily living (ADLs) and instrumental activities of daily living (IADLs).

## **VII. SERVICE STANDARDS (cont.)**

- Other services related to the home as determined essential to the health and welfare of the individual by DSAAPD. These include: shopping, menu planning and meal preparation, including special diets, light housekeeping, including such tasks as vacuuming, laundry, dusting, mopping, dishwashing, cleaning kitchen and bathroom, and changing bed linens.

## **VIII. SERVICE AND CLIENT PRIORITIES**

When funds/hours are limited during holidays and/or inclement weather, priority for personal care service will go to those individuals who are at immediate risk.

## **IX. STAFF REQUIREMENTS**

State/Federal regulations require that an RN must handle client assessment and aide supervision.

## **X. CLIENT DONATIONS (Title III Only)**

Clients funded through Title III funding will be requested to make a voluntary contribution. No contributions may be requested from clients funded through SSBG.

The DSAAPD caseworker must inform participants, family members, and/or caregivers funded through Title III of the cost of providing personal care services and offer them the opportunity to make voluntary contributions to help defray the cost, thereby making additional services available to others.

The client donation amount is established by agreement between the client and the DSAAPD caseworker. The DSAAPD caseworker must inform the provider, in writing on the referral form, of the agreed upon donation amount.

Providers must have procedures in place to:

- Protect the client's privacy with respect to his/her contribution.
- Collect, safeguard and account for all donations.
- Remind clients of their agreement to donate.
- Use the contributions to expand services.

## **XI. TYPE OF CONTRACT**

Unit Cost / Fixed Reimbursement Rate.

## **XII. METHOD OF PAYMENT/BILLING PROCEDURES**

The contractor will submit monthly bills to DSAAPD fifteen (15) calendar days following the end of the billing period. Contractors at their discretion may bill more frequently, but the maximum acceptable billing period is bi-weekly. However, DSAAPD prefers the contractor not to change the billing period in the middle of a contract year. The minimum billing period is monthly, the exception being the end of the contract year. At the end of the contract year, billings will only be accepted 90 days after the end of the year's contract.

The contractor will furnish one (1) bill to the fiscal unit and one (1) to the Community Service Program (CSP) unit Supervisor in the appropriate location. Billings must separate clients by county and funding source.

### Bills must include:

- Client legal name
- Hours of service provided
- Hours of service authorized
- Explanation of any difference in hours authorized and provided

## **XIII. REPORTING REQUIREMENTS**

A Quarterly Financial Report is required and must be received by DSAAPD no later than twenty-one (21) calendar days following the end of the quarter. Each report must contain a live signature (preferably in blue ink) of the official who completed the report. The phone number and the date the report was completed are also required. A final financial report is due to the Division within ninety (90) calendar days after the program end date. (Additional information can be found on these reports in the DSAAPD Policies and Procedures.